

## **OWCH 2003 Strategic Plan Accomplishments (April 2005)**

### **Health Priority I: Reduce Mortality and Morbidity Among Women and Children**

#### **Goal A: Reduce Infant Mortality**

##### **1. Assessment and Evaluation**

- a) The Child Fatality Review Program 10<sup>th</sup> Annual Report was provided to the governor, the president of the State Senate, the speaker of the State House of Representatives, and made available to the public on the Arizona Department of Health Service's website (<http://www.azdhs.gov/phs/owch/pdf/cfr2003.pdf>). The report found that 15 of the SIDS deaths had preventable risk factors, and made the following recommendations to the public: position babies on their backs to sleep, keep babies' heads uncovered during sleep, avoid loose bedding and toys in babies' beds during the first year, do not expose babies to tobacco smoke before and after birth, and discuss SIDS risk factors and infant positioning with your child care provider. The report also recommended that health care providers review SIDS risk factors with parents during prenatal and pediatric care visits.
- b) The Arizona Citizen Review Panel Fifth Annual Report was provided to the Department of Economic Security and to the Secretary of the U. S. Health and Human Services, and was made available to the public on the ADHS website ([http://www.azdhs.gov/phs/owch/pdf/cr03\\_report.pdf](http://www.azdhs.gov/phs/owch/pdf/cr03_report.pdf)).
- c) The Unexplained Infant Death Council developed protocols for law enforcement investigations involving unexplained infant deaths. The Child Fatality Review Program distributed the protocol, including the Infant Death Checklist, to law enforcement offices throughout Arizona.

##### **2. Community Service**

- a) The High-Risk Perinatal Program Advisory Group drafted recommendations related to transport, developmental screenings, and sustainability of the program.
- b) The High-Risk Perinatal Program developed and distributed a list of state and community resources to providers.
- c) The High-Risk Perinatal Hospital Program created a funding formula that assists with HIPAA compliance and decreases the amount of information hospitals are required to send to the program.
- d) The Community Services Section participated on the Governor's Commission on Health Status of Women and Families in Arizona Perinatal subcommittee.

The section arranged a presentation by Dr. Clements on the Perinatal Periods of Risk model.

- e) During calendar year 2003:
  - (1) 4,784 infants were enrolled in the High Risk Perinatal Program
  - (2) Community health nurses provided anticipatory guidance, developmental assessments and medical information during 7,364 home visits
  - (3) 1,193 unduplicated women received maternal transport
  - (4) 1,011 unduplicated infants received neonatal transport

### **3. Planning, Education, and Partnership**

- a) The County Prenatal Block Grant provided outreach activities and services to high-risk pregnant women. Pregnancy tests, prenatal, childbirth and breastfeeding classes, and prenatal case management services were provided. Outreach was conducted in rural areas to identify high risk pregnant women and disparate populations. Over 7,000 women and infants were served during FY 2003.
- b) A Request for Proposal was developed targeting specific priorities, including infant mortality among African Americans and/or Native Americans. Contracts began in June 2004.
- c) The County Prenatal Block Grant coordinators were provided with training on social marketing, and a White Paper was developed describing the purpose and uses of the grant.
- d) Work began on the development of an educational package on health risks and issues for infants.

## **Goal B: Reduce sickness and disability among children ages 0 through 5**

### **1. Community Service**

- a) The Health Start Program reported that 90% of children encountered had been properly immunized.
- b) The Newborn Screening Program met with hospital staff to discuss the challenges of implementing an efficient follow up process. The hospitals suggested that a centralized data tracking system would assist with follow up.
- c) The Newborn Screening Program investigated the possibility of increasing the newborn screening fee. An increased fee would allow the program to expand disorders for which babies are screened, cover the cost of billing, and fund follow up for the Newborn Hearing Screening Program.

- d) The Newborn Screening Program reported:
  - (1) 87,842 infants received a first screen
  - (2) 75,917 infants received a second screen
  - (3) 95 infants receiving a second screen were diagnosed with clinically significant disorder(s)
- e) The Newborn Screening Program reported the following confirmed cases:
  - (1) 44 primary congenital hypothyroidism (6 on a second screen after a normal first screen)
  - (2) 5 salt-wasting congenital adrenal hyperplasia
  - (3) 3 non-classical congenital adrenal hyperplasia
  - (4) 4 classic phenylketonuria
  - (5) 4 hyperphenylalaninemia
  - (6) 1 biotinidase deficiency
  - (7) 1 homocystinuria
  - (8) 9 sickle cell anemia
  - (9) 4 other hemoglobin diseases
- f) The Newborn Hearing Screening Program reported that 68,873 of the 70,267 babies reported by birthing hospitals to ADHS received a hearing screening prior to leaving the hospital. Both hearing screening and reporting of results are voluntary in Arizona.

## **2. Planning, Education, and Partnership**

- a) The section worked in partnership with the Governor's Office to submit the application for the State Early Childhood Comprehensive Systems Grant. ADHS was awarded \$100,000 per year for two years beginning July 1, 2003. Funds were used to provide support to the Governor's School Readiness Board. The Board provided its recommendations to the Governor in the fall of 2003.
- b) The Office of Women's and Children's Health began working with the Transitioning Healthy Child Care Arizona grantee on the development of a statewide survey of childcare providers. The survey will be conducted in 2004 to gather information on the health and safety needs of providers.
- c) The section provided financial support to Mesa United Way for the training on and distribution of a new video about early brain development made by and for Native American communities. The "What We Have Always Known" Ready to Learn video has gained interest and attention nationwide.

## **Goal C: Increase Healthy Behaviors in Women of Childbearing Age**

### **1. Assessment and Evaluation:**

- a) The Assessment and Evaluation Section created an Adolescent Web Health Module with the Rocky Mountain Public Health Consortium.

- b) The Assessment and Evaluation Section assisted in the development of fact sheets for healthy behaviors in women.

## **2. Community Services**

- a) Health Start Contractors provided nutritional education and WIC referrals to 2,406 unduplicated clients.
- b) Health Start Contractors attended a workshop on feeding and coaching for mothers of young children.

## **3. Planning, Education, and Partnership**

- a) OWCH provided funding to support the Governor's Commission on the Health Status of Women and Families and the establishment of the Women's Health Advisor in the Governor's Office. Staff from OWCH participated on new sub-committees of the Commission.
- b) Six contracts focusing on women's health were funded. Projects focused on:
  - (1) Maintaining a healthy weight
  - (2) Reducing tobacco usage
  - (3) Increasing regular, daily physical activity
  - (4) Increasing fruit and vegetable intake daily
  - (5) Reducing the number of female deaths related to motor vehicle accidents
  - (6) Reducing stress
- b) Several educational sessions were provided to staff during the 2003 Women's Health Week. The office also promoted the federal government's National Women's Health Information Center [www.4woman.gov](http://www.4woman.gov). A press release on Women's Health Week was released by ADHS. In addition, some of the activities in OWCH to celebrate Women's Health Week were:
  - (1) Mobile On-site mammography vehicle made available for ADHS employees
  - (2) OWCH named "Mentors of the Week" from among employees within Office of Women's and Children's Health who exhibited exemplary and exceptional healthful behaviors others could use as role models
  - (3) Continued to emphasize an OWCH Walking Club

## **Goal D: Prevent Deaths and Injuries to Children Caused by Motor Vehicle Crashes**

### **1. Assessment and Evaluation Strategies**

- a) The Child Fatality Review Panel 10<sup>th</sup> Annual Report provided findings related to reviews of 127 deaths of children due to motor vehicle crashes. Only 19 of these children were known to be properly restrained. Alcohol

and/or other drugs were known to have been involved in 42 of the fatalities. Age of the driver was considered to be a factor in 49 of the motor vehicle crash deaths. The Annual Report recommended primary enforcement of appropriate automobile restraints for all children and adolescents, and providing parental training on child passenger safety and the installation and use of child passenger safety seats. They also recommended strict enforcement of laws regarding drinking and driving. The entire report can be viewed online at <http://www.azdhs.gov/phs/owch/pdf/cfr2003.pdf>.

## **2. Planning, Education, and Partnership**

- a) Eleven car seat safety projects were funded throughout the state. 1,983 car seats were distributed; 59 new technicians were trained; and 3,937 families received car seat installation training.
- b) AZ American Academy of Pediatricians members (868 members) received a car seat informational packet, which included training videos in Spanish and/or English, training manuals and brochures to use in their own practices.
- c) The Hotline continued to provide information to callers on resources for car seats.
- d) 165 physician residents have been trained in car seat safety.
- e) 760 bicycle helmets were distributed.
- f) 566 families received home safety devices.
- g) A Violator's Program has been established in the Hopi Tribe. Tribal Police have been involved and are supportive.
- h) The Hopi Tribe and Apache County now have their own NHTSA car seat safety trainer and can host their own car seat safety trainings.
- i) Hopi and San Carlos Tribes have developed their own brochure and poster using local children in the photographs.

## **Goal E: Increase Responsible Sexual Behavior Among Teenagers**

### **1. Planning, Education, and Partnership**

- a) Abstinence education was provided throughout the state and the media campaign continued with the following results:
  - (1) 31,654 youth and 127 parents received an abstinence education class
  - (2) 16 contractors were funded to provide abstinence education services in 11 counties
  - (3) Three new 30-second spots were produced and aired on cable networks, and four radio spots were aired on local radio stations
  - (4) Four quarterly trainings and three curricula trainings were provided

- b) Four Teen Maze events were funded
- c) The Reproductive Health/Family Planning Project funded Initial/annual visits, education, and referrals, free of charge, to 1,542 adolescents

## **Goal F: Reduce Injuries to Teens**

### **1. Assessment and Evaluation**

- a) The Child Fatality Review Team reviewed 46 homicides and 24 suicide deaths of children in 2002. The highest number of homicide deaths occurred in 15-17 years old (14 deaths). Ten of the suicide deaths occurred in children aged 10-14 and 13 suicide deaths in adolescents who were 15-17 years of age. Eleven of these deaths were due to self-inflicted gunshot wounds and 10 were due to hanging. The Team recommended enforcement and expansion of legislation that restricts adolescents' access to guns. In addition, the report recommended adequate funding for appropriate and timely behavioral health services and substance abuse treatment for children, adolescents, and their families. The entire report can be viewed online at <http://www.azdhs.gov/phs/owch/pdf/cfr2003.pdf>.
- b) Upon request, by the Child Fatality Review Program provided specialty data reports to county health departments, community programs, and other local, statewide and national initiatives to reduce preventable child fatalities including violence-related fatalities.

### **2. Planning, Education, and Partnership**

- a) The Rape Prevention and Education Program provided educational presentations to 9,183 adolescents.
- b) A Request For Proposal (RFP) for rape prevention education was released for contracts beginning February 28, 2003; teens are a primary target for prevention education. Contracts were awarded to eight community based organizations and two universities.
- c) New rape prevention projects included contracts with Wingspan, serving the lesbian, gay, bisexual, and transgender (LGBT) population in southern Arizona; Arizona State University; and, through the Department of Public Safety, ADABI, Inc., which serves the Navajo Nation.
- d) The ADHS Injury Prevention Plan was reviewed and sections relevant to the OWCH Strategic Plan were highlighted.
- e) An adolescent depression screening and treatment report developed by Pima County Health Department was distributed to stakeholders.

## **Goal G: Prevent Violence Against Women**

### **1. Community Services**

Health Start coordinators and lay health workers learned the signs and symptoms of domestic violence and were provided a list of domestic violence resources during the annual training workshop.

### **2. Planning, Education, and Partnership Strategies**

- a) OWCH staff participated on sub-committees of the Governor's Commission to Prevent Violence Against Women, and provided recommendations to the Governor in the fall of 2003. A statewide plan is expected to be completed in the spring of 2004.
- b) Partnerships related to domestic violence and rape prevention programs were strengthened through the State Agency Coordination Team (SACT) meetings. The SACT conducted a strategic planning process in 2003, which included analysis of the various funding sources for domestic violence and sexual assault. The team identified a number of initiatives to work on together in 2004.
- c) OWCH collaborated with Department of Public Safety to fund the prevention component of a new sexual assault program in the Navajo Nation.
- d) Technical support and training were offered at all quarterly contractor's meetings for domestic violence and rape prevention programs.
- e) One new Rural Safe Home Network contract was awarded for fiscal year 2002/2003 and six Rural Safe Home Network contracts were renewed. Verde Valley Sanctuary was awarded a contract to provide crisis intervention and counseling services to children experiencing domestic violence.
- f) During 2002 – 2003, Rural Safe Home Network contractors provided shelter to 249 women and 404 children. The average stay in shelter was 24 days. During that time only 32 individuals were turned away and/or referred to other shelter services because shelter was unavailable.
- g) Rural Safe Home Network contractors provided a myriad of related services to persons including Individual Counseling (1,133), Group Counseling (523), Hotline calls (1,688), Information and Referral requests (1,615), Batterers Support Services (261), Legal Advocacy Services (670), and Transportation (2,326). In addition, 1,465 persons were given 2,950 training hours. Rural Safe Home Network Contractors utilized 142 volunteers working 10,592 hours.
- h) The Rape Prevention and Education Program awarded three new contracts for fiscal year 2004 and renewed eight. Two of the new contracts cover disparate

populations. ADABI serves the Navajo Nation, and Tucson-based Wingspan provides services to the gay, lesbian, and transgender population. Arizona State University also was awarded a contract. Services were provided to a total of 11,183 youth, community and professionals.

- i) The first rape prevention media campaign was approved for development.

## **Goal H : Reduce the Effects of Unidentified Hearing Losses, Deafness, and Vision Deficits in Children**

### **1. Planning, Education, and Partnership**

- a) The Sensory Program updated the “Recommended Vision Guidelines” for the first time in a decade, and made it available on the Internet.
- b) The section provided training for 175 new screeners who were qualified to perform hearing screening to Arizona students.
- c) 490,637 children received vision screenings during the 2002/2003 school year.
- d) 483,930 children received hearing screening during the 2002/2003 school year.

## **Health Priority II: Increase Access to Health Care**

### **Goal A: Improve children’s access to oral health services**

#### **1. Planning, Education, and Partnership**

- a) Continued to fund oral health projects in three communities. Outcomes included:
  - (1) Four oral health contracts provided 1,912 dental screenings to low-income children
  - (2) Contractors provided 791 dental sealants
  - (3) 621 low-income children were identified as being in need of further dental care
  - (4) Two Oral Health for Infants and Toddlers workshops were held
  - (5) A Dental Resource Guide was developed
  - (6) 82 children with urgent dental needs were provided treatment
  - (7) Funding was provided for oral health services, including 486 fluoride varnish treatments to the children of the San Carlos Apache Tribe

### **Goal B: Improve Access to Reproductive Health/Family Planning Services**

#### **1. Community Service**

Referrals to family planning services were among the top four types of referrals reported by the Health Start contractors.



## **2. Planning, Education, and Partnership**

- a) 11 of 15 county health departments received intergovernmental agreements to provide reproductive health/family planning services.
- b) Initial/annual visits have been provided free of charge to 6,498 women at or below 150% poverty level.
- c) 1,542 of the individuals receiving initial/annual visits, education, and referrals free of charge were adolescents.
- d) 14,497 screenings have been provided to women for either pregnancy, cancer, or HIV/STD.
- e) 8,779 referrals have been given to women for assistance with medical care, WIC, domestic violence, behavioral health, prenatal care, and other community agencies/organizations.
- f) Staff participated on the Governor's Commission on the Health Status of Women and Families in Arizona's sub-committee on Reproductive Health, Family Planning, and Teen Pregnancy Prevention.
- g) In collaboration with Arizona Family Planning Council, the State Lab, and the office of HIV/STD/Hepatitis C Section, ten of the Title V contractors participate in the CDC Infertility Prevention Project to screen for chlamydia and gonorrhea.

## **Goal C: Improve Access to Primary Health Care Services for Children**

### **1. Assessment and Evaluation**

- a) In 2003 The Child Fatality Review Program 10<sup>th</sup> Annual Report concluded that among the 935 deaths reviewed, there were 609 deaths in 2002 due to medical conditions and prematurity. This accounts for 65.1% of all deaths, and remains the leading cause of child deaths. The report recommended that efforts be expanded to ensure that all Arizona children have access to medical care and recommended the expansion of outreach efforts, including schools enrolling uninsured children in available health insurance programs. The entire report can be viewed online at <http://www.azdhs.gov/phs/owch/pdf/cfr2003.pdf>.

### **2. Community Service**

- a) The Pregnancy and Breastfeeding Hotline served 6,442 callers.
- b) The Children's Information Center served 2,167 callers.

### **3. Planning, Education, and Partnership**

- a) Medical Home Project continued to link uninsured children with medical providers. Outcomes included:
  - (1) Acute care services were provided to 477 school-age children and a true medical home to 10 families
  - (2) Services provided included eyeglasses for 58 children; diagnostic laboratory services for 158 school-age children and two younger siblings; and prescription medication for 322 children – nine to school age children with a true medical home and 11 to younger siblings
  - (3) 475 primary care referrals and 292 specialist referrals
- b) Funding was provided to implement community-based projects addressing the prevention of hospitalization for ambulatory care sensitive conditions. Activities included:
  - (1) Providing seed money to begin an on-site clinic for homeless children that provided:
    - (a) 794 clinic visits
    - (b) 22 immunizations
    - (c) 136 TB skin tests
    - (d) Prevented 84 Emergency Department visits
  - (2) Identifying Native American women and children who are eligible for AHCCCS.

## **Systems Priority I: Strive for excellence in our office management and operations**

### **Goal A: Improve Communication Within the Office and with the Public**

#### **1. Office-wide Strategies:**

- a) The office developed and maintained office policies and procedures describing business operations.
- c) The office developed and utilized the office website to communicate to the public.
- d) The office provided several training opportunities to OWCH staff related to improving communication.

### **Goal B: Enhance Quality Assurance Processes for our Business Operations and our Programs**

#### **1. Office-wide Strategies**

- a) Standardized the contract monitoring process among all programs.
- b) Implemented and utilized customer service satisfaction surveys of our contractors.

## **2. Assessment and Evaluation**

- a) The Assessment and Evaluation Section developed an evaluation policy which outlined the basic logic and components of program evaluation to assist program managers in evaluating their own as well as contractors' performance.

### **Goal C: Improve the Usefulness of Program Databases and Data Collection.**

#### **1. Assessment and Evaluation Section**

- a) The Assessment and Evaluation section developed new data systems for the Hotline, the Child Fatality Review Program, the Sensory Program, and the Health Start Program.
- b) The Assessment and Evaluation Section provided a notice to contractors regarding confidentiality of mail.
- c) The Assessment and Evaluation Section developed an internal process and policies regarding confidentiality of data.

### **Goal D: Secure Title V (and Other Federal Funds, Such as Domestic Violence & Rape Prevention) Funding Each Year**

#### **1. Office-wide Strategies:**

- a) The Finance Section worked to significantly reduce the amount of carryover of Title V funds.
- b) The office conducted grant-planning session with office staff to update priorities and review progress.
- d) The office implemented partnership initiative to solicit partner input on needs, priorities, and strategies in May.